

A map of Scotland is shown in a light green color. Overlaid on the map are several large, semi-transparent triangles in various colors: blue, yellow, green, pink, and purple. The triangles are arranged in a pattern that suggests the shape of the country.

Recruitment Pack for

# Health and Fitness Advisor

**Hours:** 37 hours per week  
**Location:** Trifitness, Galashiels  
**Closing Date:** Friday 19<sup>th</sup> July 2024  
**Job Ref No:** 0815  
**Salary:** Grade 3 £12.85 - £13.29  
(£24,791.29 - £25,640.18)

This pack includes details about our organisation to assist you with your application:

- Job advert
- Introduction to Live Borders
- Our Strategic Vision
- Our Values
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

If you would like to apply for this post, all you need to do is click [here!](#)

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) to discuss your needs or request a call back.

We look forward to receiving your completed application.



## Job Advert

### TriFitness

There has never been a more exciting time to join us at Live Borders – a not for profit, registered charity delivering leisure, cultural and sport services to all communities of the Scottish Borders and beyond. We are passionate about helping our members improve their wellbeing, inspiring them to be healthier, happier and stronger, achieving lasting lifestyle changes.

TriFitness operates a wide range of fitness classes. From Group Cycle, to Hyrox, to Les Mills and everything in between. Our gym is brimming with the latest gym equipment and is home to a happy thriving community of users.

We are seeking to recruit a full time Health & Fitness Advisor to join our friendly team at TriFitness in Galashiels.

At TriFitness, and across Live Borders, we are all about Health and Fitness, and as an advisor on our team, you should be too. You will have a passion for helping people to improve their health, putting the customer first and supporting them to help achieve their goals.

You should have a positive outlook, be results focused, self-motivated and have exceptional communication skills and be determined to succeed. Ideally you will have a strong background in the fitness industry.

You will work with our customers on the gym floor, offering help and support with exercise programmes and techniques, giving advice on training and lifestyle choices, as well as delivering group exercise and circuit-based classes, covering everything from Group Cycle to Les Mills. Additionally, you will ensure sure the gym is clean and safe at all times.

You will ideally hold a Level 2 Gym Instructor qualification, but training will be provided for the right candidate.

## Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of Trustees who set the strategic direction and monitors performance of the organisation.

## Our Strategic Vision

**Vision:** Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

**Mission:** We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

### Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

## Our Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team led by the CEO provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

## JOB DESCRIPTION AND PERSON SPECIFICATION

Post Title:	Health and Fitness Advisor
Directorate:	Live Borders
Reporting to:	Centre Manager

### Job Purpose:

To ensure the effective co-ordination and delivery in the day-to-day operation of the facility, working as part of a team to ensure the ongoing successful delivery of health & fitness services to the public.

### Responsibilities:

1. Provide excellent customer service on all aspects of the venue/facility to ensure the ongoing successful delivery of the service to the public.
2. Improve member retention by increasing the number and quality of customer inductions and programmes on the gym floor.
3. Deliver high quality fitness classes as and when required to satisfy the needs of the membership
4. Responsible for promoting fitness classes in order to achieve business and financial targets
5. Increase the numbers of members and Pay As You Go members by actively being involved in organising and promoting appropriate initiatives, events, membership packages etc.
6. Attend training courses as and when required from the Centre.
7. Take an active role in the day-to-day operation of the centre to ensure the ongoing successful delivery of service to the public.
8. Implement all statutory guidelines to provide a safe environment for customers and staff
9. Carry out the correct opening and closing procedures of the building
10. Ensure that services are delivered with a customer focused ethos.
11. Positively represent Live Borders internally and externally e.g. at networking events, meetings, conferences and exhibitions to enhance and strengthen the Live Borders' profile.
12. Comply with, and ensure compliance with, all Live Borders policies and procedures.
13. Promote equal opportunities in service delivery.
14. As an employee, you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.
15. This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the Service or Live Borders.

### Other details:

Many elements of this job require the post holder to be physically fit and active. Requirement to work out of hours or weekends – regular evening and weekend work will be required.

Requirement for PVG/Disclosure check – yes

**Person Specification:**

<b>EDUCATION</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
A good all round standard of education	A/ I	Personal Training Level 3	A/ I
Gym Instructor level 2 preferred but training offered to the right candidate	A/ I	First Aid at work	A/ I
		Group Training Level 2	A/ I
<b>EXPERIENCE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
Experience of delivery high standards of customer service		Experience of working in a target driven environment and having accountability for sales targets	
<b>SKILLS AND KNOWLEDGE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
Ability to communicate effectively	I	Knowledge of operational processes and procedures	A/ I
Excellent customer care skills	I	Have the ability to be proactive with sales	I
Organisational skills	A/ I		
Ability and desire to take ownership of responsibilities	I		

<b>PERSONAL ATTRIBUTES</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
Ability to operate effectively as a member of a team	I		
Capabilities to work with minimum direct supervision	I		

The ability to motivate others	I		
The setting and delivery of high standards	I		

**SUMMARY OF CONDITIONS OF SERVICE**

**Location:** **Trifitness, Galashiels** (colleagues may be required to work at any Live Borders site during their career with us).

**Hours of Work:** **37** hours per week worked as agreed with line manager

**Payment Method:** Paid monthly on the last banking day of each month.

**Annual Leave:** Up to 2 years' service = 30 days (pro-rata for part time)  
Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.

**Public Holidays:** 4 designated public holidays per year (pro-rata for part time)

**Notice Period:** 4 weeks, as detailed in any offer of employment

**Pension:** Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.

**Equal Opportunities:** Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.

**Sickness Allowance:** Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.

**Presentation:** Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.

Other Benefits:           Free access to all our sports facilities  
                                  Cycle To Work Scheme  
                                  Access to ASVA  
                                  Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

## INFORMATION FOR ALL JOB APPLICANTS

### Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
2. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
3. A registration card which indicates that the holder is entitled to take employment in the UK
4. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
5. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

### Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

### Live Borders

For more information about Live Borders please visit our website [www.liveborders.org.uk](http://www.liveborders.org.uk)

Please contact our People Team on [recruitment@liveborders.org.uk](mailto:recruitment@liveborders.org.uk) if you require any other information about working for Live Borders.



